

TRANSPORTATION REPRESENTATIVE

DISTINGUISHING FEATURES

The fundamental reason the Transportation Representative exists is to provide services to the public by responding to a wide variety of customer service issues for, including moderately complex clerical and accounting work involving the research, processing, and administration of vouchers, reimbursements, and applications for specialized programs in the Transportation Department (e.g. Cab Connection and TRIP programs). This classification is not supervisory. Work is performed under general supervision by the Transit Planner.

ESSENTIAL FUNCTIONS

Calculates fees, accepts and receives payments owed to the City, authorizes payments of taxi company bills and completes daily balancing of payments received.

Monitors billing and payment information.

Delivers presentations to a diverse group of people to promote the Cab Connection and TRIP programs.

Assists customers in person and on the telephone with Cab Connection and/or TRIP program inquiries.

Seeks out innovative ways to streamline and improve processes.

Explains, verbally and in writing, technical information concerning City ordinances, policies and procedures.

Must establish and maintain effective working relationships.

Monitors usage patterns of Cab Connection and/or TRIP program for abuse prevention.

Oversees issuance of vouchers, issuance of mileage reimbursement refund checks.

Handles invoices, reimbursement requests.

Key liaison for the Cab Connection program.

Coordinates with Accounts Payable, Libraries and Citizen Services Departments with regards to bus passes/ticket sales.

Performs other duties as required.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

MS Office computer software products.

Accounts receivable billing procedures manually and on the computer.

Ability to:

Work independently.

Maintain confidentiality.

Determine priorities, handle multiple tasks and remain calm in a fast paced environment.

Listen and communicate effectively and courteously with the public, both verbally and in writing, often under stressful circumstances.

Perceive and interpret customer needs and translate them into effective solutions and operational policy.

Establish and maintain effective working relationships with other City employees, supervisors, and the general public – including referral sources and community services programs.

Operate a variety of standard office equipment including a personal computer and repetitive arm or hand and eye movement.

Maintain regular consistent attendance and punctuality.

Make arithmetic calculations on a calculator.

Follow complex oral and written instructions.

Make mathematical calculations to figure problems with customer billing or fees.

Speak in front of large and small groups.

Education & Experience

Any combination of education, training and experience equivalent to one year experience customer service and working with seniors and or disabled customers. One year transit experience desired. Experience with accounts receivable billing.

FLSA Status: Non-exempt

HR Ordinance Status: Classified